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Does training of general practitioners affect their knowledge and performance? A Jordan experience at United Nations relief and working agency clinics

Background: Training and capacity building is the mainstay in any health system, but training models for the primary health care level have not been adequately evaluated in a Middle Eastern setting.

Methods: In 2013-2014, 84 general practitioners working in United Nations Relief and Working Agency (UNRWA) primary health care clinics in Jordan were enrolled in a training program. Training was provided in three stages: i) needs assessment, ii) lectures, roleplay, interactive learning and audio-visual materials, and iii) on-the-job training. Evaluation of the training was done with regard to theoretical knowledge and practical performance. For knowledge, a pre- and post-training test was used, while for performance, an on-the-job

training checklist was employed to evaluate adherence to guidelines and training material.


Results: There was a strong and significant improvement in theoretical knowledge before and after the training: the mean test score increased from 46% to 81% ($p < 0.0001$). The practical performance on selected indicators such as communication, examination and diagnosis were excellent at the end of the training. The participants' satisfaction with the training program was high.

Conclusion: A structured training program at the primary health care level increased theoretical knowledge and yielded a high on-the-job practical performance.

Biography

Amjad AlShdaifat is an Assistant Professor at Hashemite University, Jordan from December 2016 till now and Specialist at Prince Hamza Diabetes and Endocrine Center January 2017 to till now.

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